

Notice of References Cited		Application/Control No.	Applicant(s)/Patent Under Reexamination	
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		Examiner	Art Unit	Page 1 of 1
		John Van Bramer	3622	

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*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
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*	B	US-5,915,244	06-1999	Jack et al.	705/14
	C	US-			
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	K	US-			
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	M	US-			

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NON-PATENT DOCUMENTS

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	V	Symons and Jacobs, "A Total Quality Management-Based Incentive System Supporting Total Quality Management Implementation", Summer 1995, Production and Operations Management, Vol 4, No. 3, pgs: 228-241
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*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.